**IT Service Desk Analyst– 12-month fixed contract**

Frontline’s talented people are what make us the successful business we are, at the forefront of driving innovation within a fast paced and dynamic industry.

**The magazine supply chain is complex, and Frontline ensures that the biggest brands in the magazine market reach retail shelves in the right quantity and at the right time. This involves managing relationships with Printers, Carriers, Wholesalers and Retailers on behalf our Publishing Partners; – Bauer Media, H Bauer, Haymarket and Immediate Media Co.**

The IS Service Desk team are looking for a new Service Desk Analyst to continue to support the IT Requirements for the group. The role will provide front-line primary technical support to users on various technical issues and problems relating to hardware, software and peripherals. you will also be responsible for responding to, documenting and resolving service tickets in a timely manner according to SLA. The Service Desk Analyst must have excellent problem-solving skills in order to diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate IT staff members.

**Responsibilities:**

* Take calls/visits/emails from users regarding technical issues, resolving as many as possible at the time of these being raised.
* Log call tickets with detail information on the call logging system.
* Password resets using Active Directory.
* Troubleshoot Microsoft software issues with an emphasis on Outlook, Word, Excel and PowerPoint.
* Perform IT hardware/software roll outs and upgrades.
* Escalating complex incidents to appropriate support members in line with company processes.
* Evaluate and chase up call escalations to ensure service levels are met.

**Requirements:**

* Good general IT knowledge and 1st line analysis skills
* Strong customer-focussed skills
* Excellent telephone manner and strong interpersonal skills
* PC literate with a good working knowledge of Microsoft Office 365 packages
* Enthusiasm and willingness to learn
* Strong attention to detail with an articulate and methodical approach

If you feel you want to work in a dynamic and exciting environment please send your CV along with a covering letter **to:** <https://app.smartrecruitonline.com/p/job/Service-Desk-Analyst-18594>

**The deadline for applications is 2nd November 2020**

The Frontline Group operates a Finder’s Fee policy! If you successfully recommend or introduce a friend or acquaintance to a role within the Group, we would be delighted to give you a Finder’s Fee. Speak to the HR team for further details on how this scheme works.